

**ORDER**

U.S. DEPARTMENT OF TRANSPORTATION  
FEDERAL AVIATION ADMINISTRATION

**SW 1000.11**

SOUTHWEST REGION

5/10/90

**SUBJ: FLIGHT STANDARDS DISTRICT OFFICE MANUALS**

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- 1. PURPOSE.** This order establishes the Southwest Region Flight Standards Division requirement for the preparation and distribution of District Office Manuals (DOM).
- 2. DISTRIBUTION.** This order is distributed in the Southwest Region to the branch level and above within the Flight Standards Division, and to all Southwest Region Flight Standards District Offices.
- 3. ACTION.** Each district office shall prepare and maintain a current office manual. The manual may be in an arrangement which has been developed by the district office. A sample manual outline is provided in Appendix 1. Certain items are mandatory and must be included in the District Office Manual. Items that are included on the optional list may be included if needed or desired.
- 4. EFFECTIVE DATE.** All offices will be expected to have their manuals established in compliance with this order by September 30, 1990.
- 5. BACKGROUND.** The requirement for a District Office Manual was contained in Order 1380.29, *Standard Procedure for Uniform Reporting – Air Carrier and General Aviation*. This order was canceled by Order 1380.47 and the requirement to maintain a manual was not included. Since then, an Administrative Procedures Guide was developed and the information contained in that publication refers to a District Office Manual. That guidance is valid and will supplement the terms of this order.
- 6. PURPOSE OF MANUAL.** In the interest of standardization, all Flight Standards District Offices are required to maintain a District Office Manual. The office manual should be an information and guidance document for all employees. It is the principal medium by which the manager of an office establishes the organization, policies, and procedures for accomplishing the mission of that office. The material contained in a District Office Manual should not be contrary to guidance from headquarters or the regional office. A good manual can be an invaluable tool for initial indoctrination and orientation of new employees, as well as an important day-to-day reference source for all employees.
- 7. MANUAL FORMAT.** All offices should use the standard FAA Directives Systems format described in Order 1320.1, as amended. District offices may use their own office identification and sequential number to identify the manual as a facility order. The directives contained therein should be signed by the manager of the office.
- 8. MANUAL CONTENT.** The manual should contain pertinent information concerning district office personnel, organization, environment, work program, and local office policies and procedures. The Appendix to the order lists mandatory subjects and topics which are to be included in the manual. There is a list of optional subjects and topics that may also be included as the needs dictate.

**9. REVISIONS.** The manual should be revised to reflect any significant changes to office policies and procedures as soon as possible after the decision has been made to change them. Interim revisions to other less significant parts of the manual should be made on a case-by-case basis, as they occur, in whatever manner the office determines to be expedient. The manager shall assure that the manual is reviewed and revised, as needed, at least once a year for currency and accuracy. All significant revisions to the manual should be recorded in the front of the manual for easy reference.

**10. DISTRIBUTION OF MANUAL.** Each office shall maintain a complete master copy and case file of the manual. The office manager will designate a directives representative to be responsible for control, revalidation, and revision of the manual. The District Office Manual shall be made available to all employees.

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